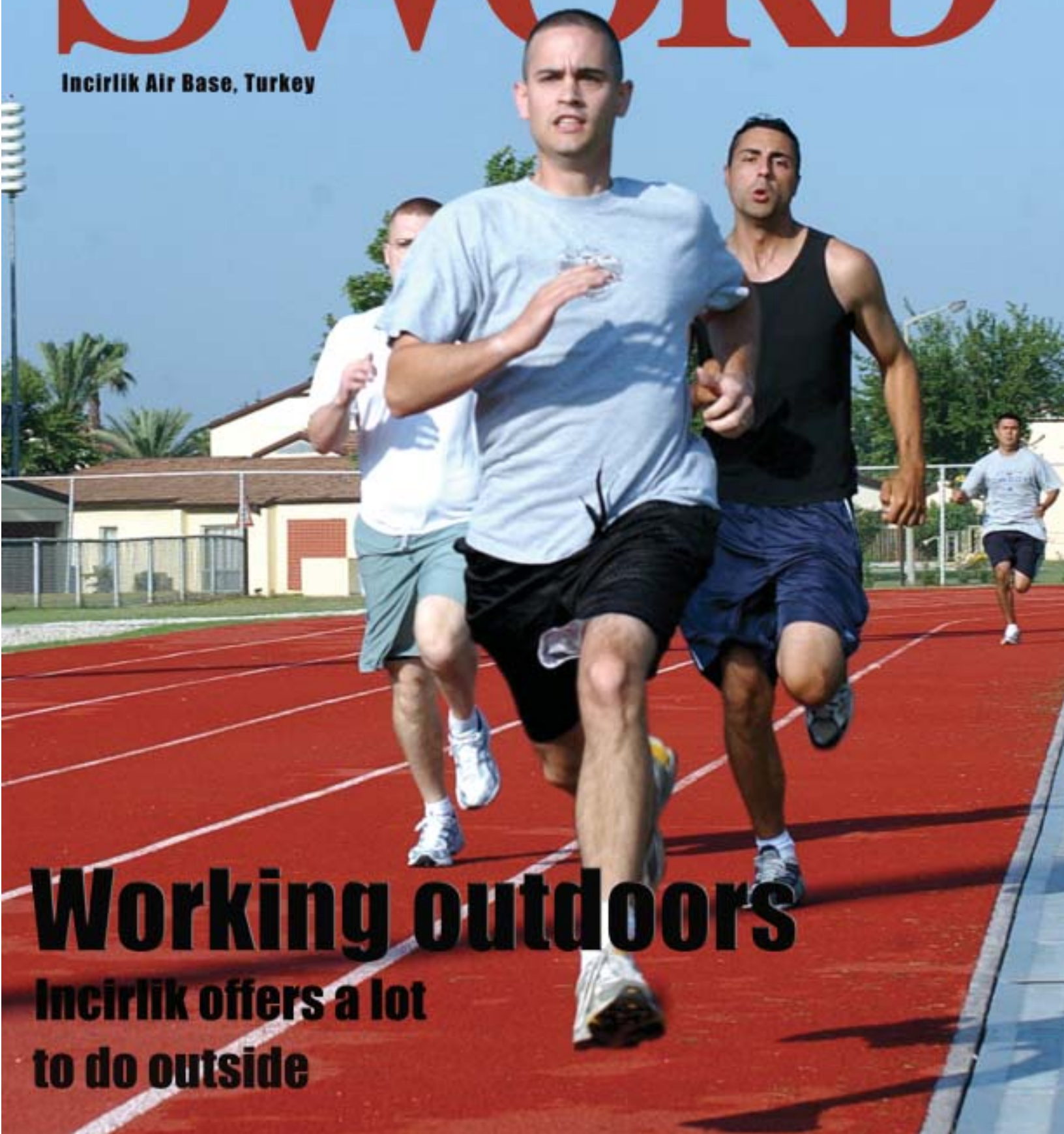


TIP OF THE SWORD

June 17, 2005

Incirlik Air Base, Turkey



Working outdoors

Incirlik offers a lot
to do outside

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On the cover:

Staff Sgt. Joseph Lionbarger, 39th Communications Squadron applications services supervisor, and a number of other Incirlik community members run on the high school track as a part of the Incirlik Amazing Race. Running, swimming hiking and a number of other activities can be done outdoors at Incirlik. See related article, Page 8. (Photo by Airman 1st Class Bradley Lail)

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COMMANDER'S COMMENTS



By Col. Michael Gardiner,
 39th Air Base Wing commander

50th Anniversary Celebration

It has been fifty years since Incirlik's gates first opened. Those years have been characterized by cooperation and friendship. With the help of the Turkish government, Incirlik has been instrumental a number of operations from Project 119L, a U.S. Air Force meteorological balloon launching activity, to the current conflict in Iraq. Originally named Adana Air Base, Incirlik was renamed in 1958 after the fig orchard that originally stood on the land.

There are a number of events planned to celebrate these 50 years of friendship and hopefully usher in another 50. Some of the events include a dedication ceremony held Thursday, a sports day held throughout the day today and a 50th Anniversary Gala Dinner at 6 p.m. Saturday. Please come out and enjoy the events.

Combat and Special Interest Programs

The U.S. Air Force in Europe Combat and Special Interest Programs are a way for

Incirlik people to get involved with the organizations and programs available.

Combat Proud is one way for people to make and keep Incirlik a place to be proud to live and work. You do not have to wait to be tasked to the Combat Proud detail to participate in the program. Picking up litter when you see it floating around base and looking for ways to improve the appearance of your home or workplace can greatly enhance our appreciation of this beautiful base.

Volunteering

Volunteering your time can be a great confidence booster and helps other people at the same time. That is like a two-for-one deal at your favorite store. All it takes is a little time and energy to make a difference and there are a number of base organizations that can help you get started. The base chapel at 6-6441, the family support center at 6-6755. A number of professional organizations like the Air Force Sergeants Association, Airmen Committed to Excellence and the Top Three organization can help anyone begin or continue to donate their time and energy to helping others through volunteerism.

Force Protection

As the summer rolls on more people are out and about. Remember that each person on Incirlik represents the U.S. Air Force and the United States in general. While you are traveling around Turkey, keep a low profile and respect Turkish laws and customs. Do not make yourself a target. Keep your eyes open and report anything that seems suspicious to the law enforcement desk at 6-3200.

Combat Proud

Base Pride... Mission Pride

Combat Proud focuses on improving the appearance of U.S. Air Forces in Europe bases to foster pride and productivity. People can take part by keeping their office and building grounds clean and well maintained. For more information or to report an area that needs improvement, call the Combat Proud Hotline at 6-PROUD or e-mail combatproud@incirlik.af.mil



Airman Information File

June 2005

EDITORIAL

Personal Safety Responsibility

Mission accomplishment — it's the ultimate goal for all our planning, training, and execution efforts within USAFE. Whether it's replacing an electrical conduit, repairing a jet engine, or ensuring someone gets reimbursed for TDY expenses, all of these diverse, daily activities support our combat mission. This is done through the effective employment of our limited resources — the most precious of which is our people!

We can't effectively accomplish our mission when we don't have the right people and material due to losses. A loss may be associated with combat attrition as we lose people and equipment in direct conflict with the enemy. We may also suffer loss through normal wear and tear, or a natural disaster. However, our primary loss is mishaps, many of which are preventable. This form of loss — due to unsafe acts, poor judgment, or in some cases willful misconduct — is unacceptable.

As a military force, we demand individual responsibility and sound judgment in the performance of our assigned tasks — we expect every Airman to know and do the right thing. Without your job knowledge and adherence to demanding standards, we would not achieve and maintain our status as the world's finest Air Force — this describes Airmanship. *Excellence in all we do* must extend to our off-duty activities as well.

We occasionally run into trouble when we seek a short-term ben-

efit instead of doing things right. We face pressure to save time, but when we choose to skip a step or rush, the time we gain is limited. We maintain frantic schedules and sometimes try to cram four days of R&R into two. The entire time we take chances, stretch the rules, and fail to give risk its just respect. Do we consider our professional responsibility to our Air Force team when we take unacceptable personal risks? Do we consider the impact on our family if our gambles don't pay off?

Our Air Force mishap history has taught us a great deal about how we are injured or killed. From these lessons we have improved our equipment, instituted training, and evolved our policies and procedures to reduce risk. We will do everything in our power to make our workplaces free from hazards and to provide the tools needed to manage daily risks on or off the job. In turn, all Airmen have the professional responsibility to apply this knowledge...on and off duty.

Airmen taking care of Airmen and first-class Airmanship — anything less is unacceptable!


General Doc Foglesong


CMSgt Gary Coleman

"Bring Your Courage"

Traveling with pets simple with a few pointers

By Capt. Denise Burnham
39th Air Base Wing Public Affairs

I made all the right phone calls, talked to all the right people, and made a list of who I talked to and checked it twice. After all, we had never been stationed overseas with pets in tow.

From everything I read, it seemed like traveling with a pet was equivalent to traveling with a live Ebola virus and we were nervous about it.

Despite all the preemptive phone calls I made to ensure my pets' safe travel, I received some erroneous information by the time we arrived at the Baltimore-Washington International Airport Air Mobility Command passenger terminal, I found checking the list once or twice was not enough ... and so our saga began.

When we PCS'd last month from Randolph Air Force Base, Texas, we began our journey on a commercial airline. They required specific kennel dimensions for pets to ride in the cabin, as do most major airlines. Having a ten-pound Yorkshire terrier, "Ralphie," and

a four-pound Maltese, "Giselle," we were definitely worried about their safety. I knew Giselle, being the lap dog she is, would have a heart attack flying from Texas to Turkey underneath the aircraft. I knew no amount of sedatives in the world would help her on the flight. That is when I made my first call.

I called my local traffic management office at Randolph and they booked both pets in the cabin with us on all four flights. I called the commercial airline and they said I must have kennels with certain dimensions that fit under the seat.

I went to the local pet supply store and selected expensive and elite pet travel carriers accepted on almost all major airlines, according to my hours of Internet research. Nothing but the best for our pets.

Once Ralphie and Giselle had their airline-approved travel bags, my husband and I put the dogs through traveling "boot camp" and practiced walking them around the house in their carriers and took them to public places. We were confident on PSC day that they would behave in the airport. The hard part was over, or so we thought.

We sailed through our first flight without any problems.

When we arrived at AMC at BWI, we waited in a large line with many other military families and folks deploying to various locations. We had several bags stacked up high and the dogs carriers stacked on a pushcart. When we finally reach the counter, it turned into Ebola time. We had the wrong pet carriers. AMC would not approve our dogs to board the aircraft to Turkey.

All the phone calls we made were in vain because we did not check with the proper AMC channels. To fly pets on AMC flights, they must be in a hardened kennel with specific dimensions not a soft carrier like we had purchased. Pets must be able to stand up, sit down, lie down and turn around in their carriers. After the initial shock wore off, we realized we had only three hours to solve the problem.

After a lot of begging and miles of running through the airport, we were able to secure a loaner kennel from AMC for Giselle

See **Travel**, Page 4

Continued from Page 3

and my husband bought a proper kennel for Ralphie at another ticket counter. Had we known the requirements ahead of time, we would have been better prepared and not wasted our money or time.

We folded up their fancy little traveling bags and put them in with our luggage. Giselle, in her newly-issued carrier road beneath my feet all the way to Turkey. However, Ralphie's new kennel was too big and he was doomed to ride underneath the aircraft. He looked a little stunned when we landed in Turkey, but he made the trip none-the-less.

The hard lesson we learned with our pet PCS is to always check with the AMC passenger terminal. AMC guidelines are often different from private airlines. Just because one airline tells you something, it does not mean it is valid for mil-air travel.

The Vet Clinic and AMC passenger terminal provided the following helpful hints for traveling with pets:

- ♦ All pets should have a hardened kennel that provides adequate standing space for the pet to move around. For dimensions, call

the passenger terminal at 6-6001.

- ♦ To fly on commercial aircraft, pets require a health certificate dated no earlier than 10 days before the flight and updated vaccinations. To fly on AMC aircraft, pets require up-to-date shots and a DD Form 2209, Veterinarian Health Certificate, or civilian health certificate dated not earlier than 30 days before traveling.

- ♦ Do not put the leash in the kennel with the pet to avoid a strangling hazard.

- ♦ Pet travel is not free. One way tickets on many carriers, including AMC, is \$80 per pet.

- ♦ Finally, to make pet travel more comfortable, pet owners should provide a familiar object or piece of clothing that their pet enjoys, like a blanket, toy or towel, in the carrier. Since travel from Turkey to the United States is a long flight, a blanket is recommended by the vet clinic. The temperature in the undercarriage of an aircraft is sometimes lower than the top.

- ♦ If you have questions about pet travel, call the vet clinic at 6-3258 or the passenger terminal at 6-6001 for the specifics.



Photo by Tech. Sgt. William Gomez

Be gentle

Senior Airman Amy Tousseau, 39th Medical Squadron medical technician demonstrates how to feel for injuries on a person during a recent readiness exercise.

YOUR TURN

Father's Day is a time to honor and remember our Dads. Since Sunday is Father's Day, what is the best advice your father ever gave you?

"The best advice he gave me was to join the Armed Forces so I could go out and see the world, get an education and improve myself."

— **Tech. Sgt. William Gomez**, 39th Communications Squadron

"The best advice my father gave me was when he told me to listen to my mother."

— **Steven Bugenske**, Incirlik family member

"The best advice Dad gave me was to get my degree."

— **1st Lt. Aisha DaCosta-Paul**, 39th Logistics Readiness Squadron

"He told me that when I play baseball I should keep my eye on the ball."

— **Ian VanCleave**, 8

To submit a question for "Your Turn," call 6-6060 or e-mail tip.sword@incirlik.af.mil

High school graduation shown live via webcast

By 1st Lt. S.J.B. Bryant
39th Air Base Wing Public Affairs

Twelve Seniors walked past numerous friends and family across the stage June 10 amid streaming lights of cameras, to receive their diplomas from Incirlik High School.

One of those cameras delivered the commencement ceremony to the doorstep of Master Sgt. Dwana Moore, 39th Logistics Readiness Squadron, at her deployed location via the Internet.

"She left May 10 for the desert," said Alyssa Hardy, 17. "She comes to everything I do. We get our nails done together and do lots of stuff together, so it is strange she is not here with me now. We are pretty close."

Although Miss Hardy's father, Melvin Moore, 39th Medical Group, and sister were in attendance, the command of U.S. Air Forces in Europe wanted to ensure all deployed parents got to see their children graduate from high school this year. So, cameras shot the proceedings for Sergeant Moore to see her daughter's ceremony via an Internet link.

"It's not so much a lot of work but a lot of coordinating," said Tech. Sgt. John Price, 39th Communications Squadron. "Taking the time and effort to make something like this work is a great thing. The morale of both parent and student is important and worth it."

"There was a lot of coordination with the communications squadron and the (Department of Defense Dependent Schools) personnel to make this happen," said Senior Airman Taylor Vandenboogaard, 39th CS. "A lot of people put a lot of time and effort into this to make it happen."

The event was transmitted via telephone connection to Stuttgart, Germany, where a team of communications specialists aired the graduation ceremonies of USAFE high schools over a military Web site.

"We were willing to put forth any effort to make it happen," said Sergeant Price, who understands that every little bit counts when parents are deployed and away from their children as he recently cared for his three children when his wife deployed. "This is similar to video teleconferencing which is not new to Incirlik. But normally, VTC is accomplished with 'in-place' equipment that has been tested and fully functioning. This event used mobile equipment, so this type of support is definitely a first at Incirlik."

While broadcasts were accessible at www.doddsegrads.tv and



Photo by Airman Dawn Duman

Incirlik American High School graduates celebrate the end of their high school careers by tossing their caps into the air. This year one graduate's mother attended the ceremony via internet.

www.perhqusareur.army.mil, Miss Hardy was only interested in impressing one viewer.

"I had to make sure I looked especially cute for her," said the 17-year-old who plans to attend the Community College of Rhode Island after graduation. "She livens up all the events of mine she attends. She chaperoned my prom and she acted just like the teenagers. Mom's pretty cool so I wanted to look nice for her. This is a nice thing they are doing."

DoD outreach programs aim to reduce military divorce rates

By Donna Miles
American Forces Press Service

WASHINGTON (AFP) — Recognizing the stresses military life and multiple deployments put on families, officials are stepping up their efforts to help servicemembers strengthen their family relationships and avoid divorce courts.

A full range of outreach programs — from support groups for spouses of deployed troops to weekend retreats for military couples — aims to help military families endure the hardships that military life often imposes.

Specific service-by-service statistics about divorce rates within the military were not available, but Army rates give a snapshot of what are believed to be a militarywide trend.

Army officials reported 10,477 divorces among active-duty force in fiscal 2004, a number that has climbed steadily over the past five years.

In fiscal 2003, the Army reported less than 7,500 divorces; in 2002, more than 7,000, and in 2001, about 5,600.

During the past two years, the divorce rate has been higher among Army officers than their enlisted counterparts, reversing the previous trend, officials said. In fiscal 2003, the Army reported almost 1,900 divorces among its 56,000 married officers. The following year, that number jumped to more than 3,300 — an increase of almost 1,500.

These statistics reflect a general trend in American society, said Army Chaplain (Col.) Glen Bloomstrom, director of ministry initiatives for the Army's chief of chaplains. Forty-five to 50 percent of all first marriages end in divorce nationwide, he said, and the failure rate is even higher for second marriages: 60 to 70 percent.

Divorce rates run even higher in specific occupations, particularly those that expose people to traumatic events and danger, as well as

See **Divorce**, Page 6

Travel site opens Australia as vacation destination

By Tim Hipps

U.S. Army Community and Family Support Center

ALEXANDRIA, Va. (AFP) — Military travelers can purchase vacations to Australia for about the same cost as a getaway to Europe simply by visiting a military-sponsored Web site.

Authorized morale, welfare and recreation patrons can go to the Off-Duty Travel Web site and click on “Joint Services Travel Specials” to begin a step-by-step process for building itineraries to a vacation down under. After preparing the itinerary, they can visit a supporting information, ticket and reservation office or information, tickets and travel office to finalize the booking, confirm arrangements and pay for the vacation.

“We’re estimating these packages will be 10 to 30 percent less expensive than anything else they’re going to be able to find,” said Dan Yount, chief of Army Leisure Travel Services at the U.S. Army Community and Family Support Center.

MWR patrons can purchase eight-day trips from Los Angeles to Sydney, including lodging at three- or four-star hotels with some tours, starting as low as \$1,300. It can be even more affordable for servicemembers on rest-and-recuperation leave from operations Iraqi Freedom and Enduring Freedom.

“If someone is on R and R leave out of either Iraq or Afghanistan, the government will fly them any place that is shown as their destination on their leave orders,” Mr. Yount said. “So when they’re planning their R and R leave, and enter Sydney, Australia, as the leave destination, the transportation office will arrange transportation to Sydney.

“This is a benefit that could be a once-in-a-lifetime opportunity to go on a great vacation with Uncle Sam paying a major part of the expense,” he said.

The Australian packages are available to active-duty people, members of the reserve components, retired military, family members and Defense Department civilians.

“Any authorized MWR patron (who) can provide proof of DOD

affiliation is eligible,” Mr. Yount said. “This kind of a product hasn’t been available on a lot of military bases since 1999, when the Army and Navy parted company with commercial travel contractors providing leisure travel services on many installations. And it’s never been available at a price this low.”

Deployed servicemembers approved to take authorized R and R leave can click on the “R and R Troop Travel” link for more information. MWR patrons can also click on the “Great Travel Deals” link. Deals include numerous vacation packages to all eight of Australia’s states.

Mr. Yount said prices fluctuate based on the season, but said there is no bad time to visit Australia.

“Australian seasons are the opposite of ours, with winter occurring in June, July and August, and summer starting in January,” Mr. Yount said. “Weather patterns are much milder than a winter in the northeastern United States or the Midwest.”

New York, Los Angeles and Honolulu are the embarkation points. Travelers can make arrangements from their nearest airport as part of the travel package using a Qantas code-share partner, or they may make their own travel arrangements to those destinations.

If travelers do not have access to a local travel office, they can make arrangements via e-mail or telephone. A deposit that includes the full price of the airline ticket and a percentage of the land packages will be required upon booking. Travelers will have until 45 days before departure to finish paying for the package.

“Somebody who wants to book a year out is going to be able to take their time paying, and it probably won’t be painful at any one time,” Mr. Yount said. “If somebody wants to pay all at once and leave in a week or two, that’s their privilege, too. If they make (the reservation) within 45 days, they have to pay immediately.”

Mr. Yount said the Australian vacation’s affordability is tough to beat.

“We regard this opportunity as a great example of MWR in action to provide affordable, top-quality services and products at a price unavailable off the base,” he said.

Divorce

Continued from Page 5

heavy responsibilities and public scrutiny, Army officials said. Police officers, for example, face divorce rates averaging between 66 and 75 percent, they said.

Despite the nationwide trends, Chaplain Bloomstrom said that the numbers represent far more than just statistics.

“These are people we’re talking about,” he said. “When a marriage ends, it’s the end of a dream.”

The toll goes beyond the human side and affects military operations as well, he said. Servicemembers in happy marriages tend to be more focused on their jobs and less likely

to have disciplinary problems, Chaplain Bloomstrom said. They are also more likely to remain in the military.

While the Air Force does not have servicewide marital support programs, Air Force officials said individual bases offer a wide variety of programs to support military families and help them with separations, deployments and the stresses relating to them. Programs are offered through family support, chaplain and mental-health counseling networks.

Chaplain Bloomstrom said he is optimistic about the emphasis the military services are putting on programs for married

servicemembers.

The goal, he said, is to help couples recognize and address danger signs before they escalate.

Another objective is to help military couples get more satisfaction out of their marriages by injecting a healthy dose of “fun and friendship” that he said builds up their “emotional bank account.”

“We’re talking about investing in the relationship in the good times,” he said. “That way, when you have to make a withdrawal — as you do during a deployment — you still have enough left in the bank to cover it.”



Hidden Heroes is a U.S. Air Forces in Europe special interest program that recognizes people and programs that make a difference to the base

and community. The program’s goal is to increase volunteerism throughout Incirlik and USAFE. To volunteer, call the family support center at 6-6755.



USAFE rolls out “Welcome Mat” for newcomers

By Master Sgt. Mona Ferrell
USAFE News Service

RAMSTEIN AIR BASE, Germany (USAFENS) – New arrivals and visitors to U.S. Air Forces in Europe installations have the “Welcome Mat” rolled out for them with the implementation of a project that focuses on ensuring world-class customer service and quality customer facilities.

Project Welcome Mat, a subset of Combat Proud which is designed to improve the appearance of USAFE bases to foster pride and productivity, helps establish a good first impression for new base arrivals, said Col. Stuart Hartford, USAFE Civil Engineer program division chief and Welcome Mat champion.

“First impressions are indelible – you never get a second chance to make a good first impression,” Colonel Hartford said. “The initial experience a member has at a new base sets the tone for the entire assignment and says a lot about the installation team.”

Focusing on the idea that first impressions are lasting ones, Project Welcome Mat encompasses the interior and exterior appearance and customer service of the facilities and areas a new arrival first encounters, said Capt. Todd Rupright, USAFE Combat Proud program manager. Targeted areas include the visitor control center, lodging, housing, the military personnel flight, civilian personnel and finance.

Using a two-pronged approach, Combat Proud teams focus on ensuring the inward and outward appearance of these facilities are kept to the highest standards, said the captain. In

addition, the team provides the people working in these front-line facilities with Customer College education where they receive the training, resources and skills required to provide the comprehensive care and service needed to exceed customer expectations.

“It’s important that a professional image – both from a personnel and facility standpoint – be shown from the start,” said Captain Rupright. “Your organization can be professional looking, but if the people behind the counter aren’t professional it really doesn’t matter.”

It comes down to treating others with respect, said Colonel Hartford.

“If newcomers are treated with courtesy and respect, then they will be more inclined to carry on the same level of professionalism in their own jobs,” he said. “I really think the Welcome Mat initiative goes a long way toward creating a healthy, happy and productive installation environment – the kind of place everyone wants to be assigned.”

While Combat Proud teams are working hard and funding has been provided to all bases for improvements in these areas, the success of the Welcome Mat initiative is everyone’s responsibility, Colonel Hartford said.

“Nobody works in a vacuum, almost everyone is a customer service provider at some level,” he said. “Those on the front lines must complete Customer College, but everyone should think about providing ‘world class customer service’ as part of their normal day-to-day work ethic.”

IN THE NEWS

Town hall meeting

Col. Michael Gardiner, 39th Air Base Wing commander, is holding a town hall meeting 5 p.m. Tuesday at the base theatre to discuss family housing and dormitory living issues and concerns. For more information, call George Katsiitis at 6-6232.

SGLI increase

The Service Member’s Group Life Insurance maximum coverage increases from \$250,000 to \$400,000 Sept. 1. For more information, call the military personnel flight customer service section at 6-3280.

Home businesses and MPS

According to DoD Directive 4525.6-M, individuals may not use the military postal system to send or receive parcels or any correspondence “for business or commercial purposes.”

In some cases where individuals do not receive any merchandise or an inventory related to their business through the military postal system, the use of the APO box to receive merchandise samples, supplies, and business documents is still prohibited.

The only acceptable method of sending or receiving business related items is through the host nation postal system or through a commercial carrier such as UPS to the individual’s home address. The individual is responsible for paying any applicable customs or import duties.

For more information on the legal issues of home businesses, call the 39th Air Base Wing Legal Office at 6-6800.

TDY travel vouchers

Personnel going TDY for 45 days or more must bring a copy of their travel orders to finance customer service. For more information on filling out an accrual or interim travel vouchers, call 6-6306 or e-mail 39cpts.customerservice@incirlik.af.mil.



Photo by Airman 1st Class Bradley Lail

Where to next

Lt. Col. Russel Warner, 39th Communications Squadron commander, and 1st Lt. Gina Marmarou, also 39th CS, read over a map of the base in search for their next clue during the Incirlik Amazing Race Wednesday.

Working out in the heat

Summertime tempts exercisers out doors into sunshine

By Senior Airman Jessica Switzer

39th Air Base Wing Public Affairs

It is summertime and the mercury is on the rise. Summer is also a time when people take their workouts out of the gym and onto the streets, hills and into the pool.

"People can go to the pool, walk the quarter-mile track and there are three sets of tennis courts and two outdoor basketball courts," said Staff Sgt. Michael Correll, 39th Services Squadron NCO IC of intramural sports. "There are also a number of running and bicycling routes around the base."

While exercising outdoors may be a good way to get away from the treadmill, it is important to remember to be careful when outdoors he said.

"The best time to work out is in the morning or late afternoon to avoid dehydration and heat disorders," said Sergeant Correll.

There are three classifications of heat disorders: heat cramps, heat exhaustion and heat stroke. The best way to prevent this, according to www.mindef.gov, is to replace fluids lost while working out.

Some good news for people who workout outdoors is that they can still log their workouts in FitLinxx and count them as a part of their Combat Fitness workouts, said Sergeant Correll.

"People can come into the fitness center for any help they need when trying to find a place to workout outdoors and the routes for runners and bikers," he said. "Outdoor recreation also has some good activities."

For more information on working out outdoors, call the fitness center at 6-6086 or outdoor recreation at 6-6044.

Good to know

- ◆ More than a million people will be diagnosed with skin cancer this year.
- ◆ Putting proven cancer prevention and early detection techniques into action could eliminate at least 100,000 cancer cases and 60,000 cancer deaths in the United States each year. (Courtesy of www.skincancer.org.)

PCS season brings need for good customer service skills

By Senior Airman Stephanie Hammer

39th Air Base Wing Public Affairs

- ◆ Lost luggage
- ◆ Furniture damaged beyond repair
- ◆ Missing red-stamped orders
- ◆ Misplaced pets

These are some of travelers' worst nightmares when making the move to Turkey, but for some it is a reality. When faced with challenges like these, good customer service from agencies on base help military members and their families deal with their situations more effectively, especially during permanent change of station season.

"After receiving only part of my unaccompanied baggage shipment, I soon became very concerned about the status of the rest of the shipment," said Senior Airman Robert Meadows, 39th Civil Engineer Squadron explosive ordnance disposal technician. "After checking into the status of the rest of my unaccompanied baggage, I found out that the paperwork from my last base was not completed correctly. According to the paperwork, the only belongings I shipped were that which I already received, not including the other items listed on my inventory. There's no record of shipment of the rest of my unaccompanied baggage."

Situations like this occasionally happen during a PCS move. One Airman from the traffic management office stepped in to help

by immediately getting in touch with TMO at Airman Meadows' old base.

"If the tables were turned, I would want someone to help me," said Senior Airman James Hwang, 39th Logistical Readiness Squadron TMO quality control.

That is what good customer service is about, according to Richelle Kemper who has taught Customer College at Incirlik since January.

"When a customer comes to you for help, you should never turn your back on them and never tell them that their problem is not your problem," said Mrs. Kemper, who has 14 years of customer service experience. "Everyone likes a customer service representative who smiles, is well informed and makes us feel like a welcome guest."

When a customer does not receive good customer service, it can negatively effect how they perceive that organization. Those perceptions can sometimes be hard to break.

"Since the loss of my household goods, I have less faith and comfort that I will receive all of my personal belongings during my next PCS," said Airman Meadows. "Obviously, we all possess some cherished and irreplaceable items. When they are lost and it seems nothing is being done to retrieve them, it makes one feel extremely angry."

"When it comes time to replace these items, the full monetary value to replace all items lost won't always be paid in the claim,"

he continued. "So that means when I replace all the items that were lost, due to no fault of my own, I could potentially go into debt."

When things go wrong, as they often do, many customer service representatives can run into a customer who is hard to handle and visibly upset. When faced with a situation like that, Mrs. Kemper said there are ways to handle that customer.

"When handling an irate customer, remember that they are a customer that relies on your products and services," she said. "If something is wrong, let them tell you their version without interruption. Actively listen to what they say. Paraphrase for clarity, ask them what it would take to make them a satisfied customer and then come to an agreement on how the situation will be handled. For the final touch, make sure to follow up with your customer to ensure their needs were taken care of and they will remain a loyal customer."

No matter the situation, there is one key Mrs. Kemper said will help people be successful customer service representatives.

"Empathy is the biggest key to being a successful CSR," she said. "Put yourself in your customer's shoes."

Editor's note: This is the first in a series addressing PCS season. Anyone interested in improving their customer service skills can sign up for Incirlik's Customer College with Mrs. Kemper by calling 6-8289.



Ask MEHMET

By Mehmet Birbiri, Host Nation Adviser

A marriage proposal

Question: Mehmet, how are marriage customs different in Turkey from those in the United States?

Response: Turkish weddings differ distinctively from one region to another, in urban and rural areas.

In modern Turkish society, the official marriage arrangement signing ceremony is followed by a large celebration at a wedding hall where relatives, friends and acquaintances come together to dance, drink, eat and shower the new couple with gifts and good wishes.

Most marriages happen upon the agreement of the young couples, but some marriages are still arranged by families. Even if the young couples agree to marry, they and their families follow the traditions which have been very popular for ages.

If it is going to be a totally family arranged marriage, the family of the young man, mainly his mother and other female relatives, start to search around for a suitable bride. The word spreads out and friends, relatives, neighbors might show some candidates. The candidate could be someone they saw in a market, gathering or ceremony. If they don't know who she is, the family checks out about her family and where she lives. Then a message is sent to her family stating that they would like to visit them to see the young girl. Traditionally, the girl's family does not refuse that message.

On a set up day the young man and very few of his close relatives visit the girl's house. Again, traditionally the girl is dressed up and serves Turkish coffee to the guests. While drinking coffee the guests have a closer look at the girl and her family. After drinking coffee, the guests thank their hosts for the hospitality and leave without any comment. After leaving they discuss about the girl and her family.

If the family approves and once a man declares his intention to marry with a girl, representatives of the groom (usually female relatives escorted by a respected older woman)



Courtesy photo

Gutlen Dartici (left) and Hasan Dartici celebrate their marriage. On the wedding day, the bride's eldest brother ties a red ribbon around her waist to signify the bride's virginity.

visit the girl's family. As the prospective bride serves the visitors, the groom's representatives explain their proposition. Normally, the bride's family asks the girl's consent and answers the other party within a week. The girl's family checks about the young man and his family as well.

After receiving a positive answer, the groom's parents visit the bride's side with several elderly and respected members of the family.

Meanwhile they discuss the specific household gifts each family will give the couple. The approximate date of the wedding is also set during those talks. At the end of discussions, the respective families have dessert.

Dessert, mainly baklava, is delivered to the neighbors and friends as an announcement of the agreement. Eating sweet things after the agreement represents the wish that everything goes sweetly in the marriage.

Shortly afterward, an engagement ceremony is held for the groom to place an engagement ring on the bride's finger. It's customary at this time to give the bride some gifts, such as gold bracelets, necklaces and other jewelry.

Before the wedding ceremony, the household goods of the couple are carried to the new house. You might have seen some trucks carrying furniture and people clapping, dancing and beating drums.

The eve before wedding is called henna night. The girl's friends gather at her house, play music, dance and sing. They also tint the bride's finger or hand with henna. It's customary to sing sad and separation songs by the end of the night. Another tradition is

the bride's crying. It signifies the sorrow of the bride at separating from her family.

Meanwhile, the groom's friends gather at the groom's house and have a kind of bachelor party. They eat, drink, sing and dance. One of the groom's close friends or relatives confidentially teaches the inexperienced groom the gentle ways and manners he should show his wife on their wedding night, which, if properly exercised, will ultimately win her heart forever. The groom's confidante will sometimes buy this right to provide such advice through an auction in the groom's honor.

While most wedding ceremonies last one day, some regions may celebrate weddings three to seven days, depending on the wealth of the family.

On the wedding day, the eldest brother of the bride ties a red ribbon around her waist which signifies her virginity. In Turkey, as in many other cultures, it's considered a matter of honor and pride for the bride's family.

During the ceremony the couple signs the marriage registration book in front of the mayor or an official acting on behalf of the mayor.

As soon as the book is signed, the bride and groom race each other to step upon the top of his or her spouse's shoe, which brings immediate cheers from each side of the family. The winner of the race is believed to be the person who will dominate the family from that moment on.

Do you have a question about something Turkish? Ask Mehmet. To submit a question, call 6-6060 or e-mail mehmet.birbiri@incirlik.af.mil.

A journey to the edge

One man's story of the fall into and climb up from depression

By Airman Stefanie Torres
388th Fighter Wing Public Affairs

HILL AIR FORCE BASE, Utah (AFPN) — Time was passing into the next day, and he was destroyed ... just completely gone.

His thoughts lingered on the details.

"Do I want an open or closed casket? Where should I shoot?"

He cocked the gun several times as he laid in bed ready to make his last move.

"Who would care?"

March 23 was the last time Tech. Sgt. Kevin Hainsel planned to see daylight. This would be the last time he would see the early sun peaking through the bottom of his window pane trying to light up the room through heavy blinds shading him from the outside.

"I already made my decision," Sergeant Hainsel said.

He held the .380 caliber handgun in his left hand and a faded memory in the form of a picture of his wife in the other.

"I could no longer feel ... yet my eyes welled up and tears continued to stream down my face," he said.

He could no longer see, but the images in his head were so clear that the breath was stolen from his chest at every thought, he said.

"So much torture; so much agony; the world would be better without me," he said.

He wanted to stop the memories.

"I took my last drive to reason with myself, but the trip was only a procrastination of my fate. I even spoke to my mother and said my last goodbye," he said.

The lamp on his nightstand lit up the paper enough to write his last words to family and friends explaining how sorry he was that he was going to end his existence.

"I also wrote to my 15-year-old son who wanted nothing to do with me. I gave him advice for his future endeavors without me," Sergeant Hainsel said.

The night faded away and work loomed around the corner.

"I didn't want to go to work. I made my decision about my last day. Why would I get up and keep facing the demolished world and wasted day I called my life? Why? I need to end this now," he said.

Maybe through routine, he finally rose out of bed and left for work.

He believes now that he just wanted the pain to go away.

He was late for work — unusual behavior for the technical sergeant, and a fact noticed by his supervisors.

"I had to buy doughnuts for my shop because it was a tradition to bring them in if you were late," Sergeant Hainsel said.

One of his supervisors asked if everything was OK. At first, he denied any problems.

"Then they called me into their office and asked me once more," he said. "Then it all came to a head, and the walls of my inner strength were cracked. Everything I had bottled up inside for so long came spilling out — raw and painful.

"I broke down," he said.

He confessed all the emotional torture raging through his soul. He talked about the heartbreak of his wife leaving, the painful estrangement from his son, the anguish of his father's recent death and the agony of learning his mother had bone cancer.

"They could not believe all the suffering I was going through," Sergeant Hainsel said. "They just assumed everything was great because I never mentioned anything about having problems.

"But that day was the day my life was back," he said. "My supervisors stepped into both roles of being supervisors and friends. They didn't have to care.

"They saved me," he said.

With help from his supervisors, Sergeant Hainsel was enrolled into a clinic where he received professional counseling to learn to cope with the pressures in his life that led to the suicidal thoughts.

Today, the 388th Equipment Maintenance Squadron munitions system specialist here lives to tell his experience and continues to try and help others who might understand the familiarity of his story.

Sergeant Hainsel's thoughts of suicide started two months before his "last day."

"My father just died, my mother was diagnosed with cancer, and she was on the verge of passing away," he said. "My first wife and I didn't communicate, and my son didn't want to hear from me. And, I had found out my second wife was cheating on me.

"My world was shattering right in front of me, and I felt like I had no control," he said. "The house of cards just fell. The most obvious choice seemed to be suicide."

But suicide should not be the option, said Chaplain (Capt.) Robin Stephenson-Bratcher, a chaplain here.

"Attempting suicide is not a disease; it's a state of mind," she said. "My one piece of advice would be to get help. You are not in this alone. Airmen are struggling by themselves, but there's no reason to feel that way."

Sergeant Hainsel talked about reaching the low point in his life followed by an epiphany in the hospital.

"It just came to me that death was permanent, and I can pull through this," he said. "I'm not alone after all. Listening to and talking about the many stories of others is a realization that bad things do happen to people. There is no cure for sadness. It's about identifying triggers that make you feel a certain way. It's also realizing that everything is not your fault and that tends to be a hard concept to grasp.

"I believe now that I didn't want to die or I would be dead today," he said.

Even after pulling through his life-terminating thoughts, he explained how depression can return. He equated depression with alcoholism. People are more susceptible to fall in that key state after going through it before, he said.

"People need to come in before suicidal thoughts even come in to play," Chaplain Stephenson-Bratcher said. "We are here to help. There is nothing stopping (you) from receiving the care you need when you are in that state of mind. It doesn't affect your military record, and it doesn't follow you through your career.

"The people at the life skills center, family advocacy, any chaplain and medical professionals are there for you," she said. "Supervisors and first sergeants can send you down the right path for help."

"I live with the motto that every day above ground is a good day," Sergeant Hainsel said. "I tell that to everyone. Nobody can prove me wrong." (*Air Combat Command News Service*)

THE INCIRLIK GUIDE

Dessert social

A dessert social is from 6 to 8 p.m. today at Arkadas Park. All American and Turkish military and their dependents are invited to celebrate Incirlik's 50th Anniversary. The U.S. Air Forces in Europe Jazz Band will provide entertainment and there will be a Turkish dance performance. People should bring a dessert to share in a disposable container with a disposable serving utensil. For more information, call Richelle Kemper at 6-2180 or for Turkish 1st Lt. Ayhan Cebici at 6-2502.

CPRC kids day

The Country Plains Riding Club is having a summer fun kids day from 4 to 7 p.m. Saturday at the Incirlik stables. There will be pony rides, games and a bouncy castle. Cost is \$10 per child. For more information, call Angela Hill at 6-2153.

Home business market

A home business market is from 10 a.m. to 2 p.m. Saturday at the community activity center. For more information call Kathy Shoemaker at 6-6950 or 6-8601.

Youth summer camps

There are four summer residential camps open around Europe for Incirlik youth to attend including Space Camp from July 10 to 17 at Izmir, Turkey; Youth Exploration and Adventure camp from July 25 to 29 at Shropshire, England; and Teen Adventure camp from Aug. 11 to 15 at Garmish, Germany. For more information on age requirements and how to apply, call the youth center at 6-3246 or 6-6670.

Aqua Aerobics

Aqua Aerobics are Mondays, Wednesdays and Fridays at the base pool. Cost is \$30 per month. For more information, call the pool at 6-3442.

WARRIOR OF THE WEEK



Staff Sgt. Duane Bennett
728th Air Mobility Squadron
Aircraft Services Supervisor

Time in service: 13 years and five months

Hometown: Clemons, N.Y.

Time on station: Seven months

Hobbies: Drag racing, four-wheeling, hunting and fishing

Why did you join the Air Force? I joined the Air Force to defend our country along with the constant challenge the Air Force can create for it's troops.

What do you like the most about Turkey? I like the shotguns.

How do you contribute to the mission?

We inspect cargo and equipment to ensure air worthiness, validate mission requirements and aircraft load data load and offload all cargo aircraft departing or arriving at Incirlik Air Base.

What is your favorite motto?

"You're still here?" When you're told to do something, just do it. Ask questions later.

What Air Force core value best describes you and why?

Service before self. I do what it takes to get the mission accomplished, no one goes anywhere without us.

Supervisor's quote:

"Staff Sgt. Bennet is a remarkable NCO, supervisor, leader and mentor," said Master Sgt. Ray Mims, 728th Air Mobility Squadron aircraft services superintendent. "In today's fast-paced, highly competitive and ever-changing military, it's easy to lose sight and forget 'true obligation.' Sergeant Bennett lives the Air Force core values and executes his duties accordingly. He understands his true obligation to his subordinates. He leads by example. I'm extremely proud of him and honored to work and serve with such an outstanding individual."



Extreme Summer is a U.S. Air Forces in Europe program that gives out points and prizes for using base facilities and programs.

Play to win prizes, trips, cars and more. Visit any services facility to register or log on to www.extremesummer.com.

It only takes 300 points to qualify for a chance to win one of the monthly prize drawings for a trip to the Edelweiss Lodge and Resort in Garmisch, Germany.

The Community Center is the Extreme Summer Headquarters here.

For more information, call 6-6966 or visit www.extremesummer.com.

Classifieds

Yard sale: A yard sale is 10 a.m. to 2 p.m. Saturday at 2824 Aydin Ct. in Phantom housing. Items for sale include children's

toys, infant and toddler clothing, CD and DVD stands and various household items.

For sale: 1987 Toyota Hilux Surf

truck, asking \$1,000 or best offer. For more information, call 6-5395.

For sale: Like new Siemens CF62 mobile phone with SIM card, all accessories, car adaptor, leather case and 200 units included. \$200 O.B.O. For more information, call 6-2283.

For sale: Hitachi 29 inch flat screen multi system television and Digiturk satellite dish. \$400 for both. Will sell separately. For more information, call 6-2283.

Proud to serve

(Left to right) Airman 1st Class Scott Jankielsztajn, 39th Maintenance Squadron, Airman 1st Class Christina Corwin, 39th Medical Squadron, and Staff Sgt. David Ulmer, 39th Communications Squadron, pick up trash as a part of the Combat Proud detail.



COMBAT, SPECIAL INTEREST PROGRAM

Combat Touch happenings

The chapel is making a **pilgrimage** of the Apostle Paul's first missionary journey in early July. For more information, call Chaplain (Capt.) Dallas Little at 6-6441.

A **marriage preparation workshop** is 9 a.m. to 4 p.m. June 25. Registration must be completed by June 22 and is \$10 per couple. Lunch, childcare and all materials are provided. For more information, call Chaplain (Capt.) Dallas Little at 6-6441.

The **Crossroads Cafe** is closed this weekend. For information, call 6-6441.

Hours for Sunday worship services at the base chapel in building 945 are:

Protestant:

8 a.m. – Traditional worship service
11:15 a.m. – Gospel worship service
6 p.m. – Contemporary service

Catholic:

9 a.m. – Reconciliation
9:30 a.m. – Mass

Daily Mass is 6 p.m. Tuesdays and Thursdays.

The chapel also has points of contact for Jewish, Wiccan and Jehova's Witness. For these and any other faiths, call the base chapel at 6-6441.

Hidden Heroes

Hidden Heroes is a U.S. Air Forces in Europe special interest program recognizing people who make a difference to the base and community. To volunteer, call the family support center at 6-6755.



Amanda Peet . (107 minutes)

AT THE OASIS

Today

7 p.m. – A Lot Like Love (PG-13)(1st Run) – Starring Ashton Kutcher and Amanda Peet. Oliver and Emily meet on a flight from Los Angeles to New York, each declaring that they couldn't be more wrong for each other. However, life keeps bringing them back together over the next seven years. As they each search for love, Oliver and Emily figure out that maybe what they really have is something a lot like love. (107 minutes)

9 p.m. – Hostage (R) – Starring Bruce Willis and Kevin Pollak. Jeff Talley, a former hostage negotiator, moved himself away from his failed career outside of Los Angeles and away from his wife and daughter. When a convenience store robbery goes wrong in his turf, the three perpetrators move in on an unsuspecting family. Jeff Talley has to get everybody to survive the night. (113 minutes)

Saturday

5 p.m. – Miss Congeniality 2: Armed and Fabulous (PG-13) – Starring Sandra Bullock and Regina King. When pageant winner Cheryl and MC Stan, are kidnapped in Las Vegas, Gracie's all-out efforts to jump back into action to save them puts her at loggerheads with the FBI's top brass who don't want to risk losing their mascot and fear she might not be up to the job anymore. (115 minutes)

7 p.m. – A Lot Like Love (PG-13)(1st Run) – Starring Ashton Kutcher and

Sunday

7 p.m. – Guess Who (PG-13) – Starring Bernie Mac and Ashton Kutcher. Percy is taking no chances with his daughter's future. Even before he meets her latest boyfriend, Percy has him checked out. On paper, he passes with flying colors — great job and a promising future. But there's one thing the report didn't tell him. (104 minutes)

Thursday

7 p.m. – Sin City (R) – Starring Bruce Willis and Mickey Rourke. Sin City is a violent city where the police department is as corrupt as the streets are deadly. There's the street thug Marv, whose desperate quest to find the killer of a prostitute named Goldie, will lead him to the foulest edges of town. There's a photographer in league with the sordid ladies of Sin City, headed by Gail who opens up a mess of trouble after tangling with a corrupt cop. Finally, there's Hartigan, an ex-cop with who's determined to protect a stripper (124 minutes)

AT THE M1

Madagascar(PG) — 11 a.m., 1 p.m., 3 p.m., 5 p.m., 7 p.m., and 9 p.m. (110 minutes)

Mr. and Mrs. Smith (PG-13) — 11:30 a.m., 2 p.m., 4:30 p.m., 7 p.m. and 9:30 p.m. (122 minutes)

Movie listings are subject to changes. On-base listings are courtesy of the Army and Air Force Exchange Service Web site at <http://www.aafes.com/ems/euro/incirlik.htm>; M-1 listings are courtesy of the Tempe Cinemaxx Web site at www.tepecinemaxx.com.tr. For more Oasis information and updates, call the movie recording at 6-6986 or the theater office at 6-9140.